



**DEPARTMENT OF ADMINISTRATIVE SERVICES  
JOB OPPORTUNITY**

**Information Technology Manager 2  
Bureau of Enterprise Systems and Technology**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** The Public  
**Location:** 55 Farmington Avenue, Hartford, CT  
**Job Posting No.** 4033  
**Hours:** 40 Hour Work Week  
**Salary:** \$91,161-\$129,274 (MP67/68)  
**Closing Date:** April 16, 2014

**Eligibility Requirement:** State employees currently holding the above title or those who have previously attained permanent status may apply for a lateral transfer.

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an ITM 2 position to lead the Bureau of Enterprise Systems and Technology/Unified Communications Division in East Hartford.

**Assignment responsibilities:**

- To manage the operation and roll out of the state VoIP system
- To manage the day to day activities of the end user computing team
- To manage the day to day activities of the telecommunications design team
- Design and guide enterprise telecommunications solutions including video and voice
- Manage infrastructure issue identification and resolution
- Manage support vendors for infrastructure components
- Procurement of hardware and software as needed
- Project status presentations
- Other duties assigned by the Chief Information Officer.

**Preferred skills:**

- Enterprise communications (VoIP and Collaboration) experience
- Data Center experience
- Excellent communication and presentation skills
- Change control and ITIL experience

**Knowledge, Skills and Abilities:**

·Plan and Deploy for Business Results, which includes the ability to develop and implement business plans, IT plans, budget plans, and human resource plans in order to maximize budget allocations, technology, personnel and other resources to achieve agency and program goals.

· Lead Change, which includes innovation, the ability to be a creative problem solver and a strategic thinker, and the ability to recognize and develop opportunities to grow and develop information technology services in response to customers and a changing work environment

· Focus on Results and Quality, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, and use strategic planning and performance measurement techniques to continuously improve performance and maintain competitiveness

· Understand Customers and Markets, which includes the ability to establish customer satisfaction and loyalty, forecast and conduct market analyses, keep ahead of industry trends and incorporate “best practices” into information technology operations.

· Lead People, including the ability to resolve conflict, communicate effectively, coach and train employees, recognize performance, and foster diversity and teamwork.

· Build Coalitions, including the ability to explain and advocate facts and ideas in a convincing manner, to negotiate with individuals and groups internally and externally, to gain cooperation from others, and to identify the internal and external politics that impact the work of the organization.

· Business Knowledge, including knowledge of the technical, professional, procedural and legal requirements of the specific information technology area.

**General Experience:**

1. LEVEL 1, 2, 3, and 4: Ten (10) years of experience in computer or network operations, production control, systems development, information technology analysis and planning.

**Special Experience:**

1. LEVEL 2: Two (2) years of the General Experience must have been in a supervisory capacity or one (1) year of the General Experience must have been in a managerial capacity.

Note: For State Employees this is interpreted to be two (2) years at the level of an Information Technology Supervisor or one (1) year at the level of an Information Technology Manager 1 or Agency Information Technology Manager.

**Substitutions Allowed:**

1. College training in computer science, information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.

2. A Master's Degree in computer science, information systems or a closely related field may be substituted for one (1) additional year of the General Experience.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, the last two service ratings and an Application for Employment to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES  
101 EAST RIVER DRIVE**

**EAST HARTFORD, CT 06108**

**Fax# (860) 622-2617**

**lorraine.vittner@ct.gov**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.